

KAISER PERMANENTE INSURANCE COMPANY (KPIC)

**NETWORK ADEQUACY ACCESS PLAN
2019 EXECUTIVE SUMMARY**

KAISER PERMANENTE INSURANCE COMPANY (KPIC)

(1) Travel Distance Standards

- (a) For each provider type listed, list the percentage of enrollees, for which the carrier met the travel distance standards, in the following format:

| PROVIDER GROUP | URBAN | SUBURBAN | RURAL |
|---|-------|----------|-------|
| Acute Inpatient Hospitals | 99.8 | 100 | 100 |
| All other licensed or certified facilities under contract with a carrier not listed | 100 | 100 | 100 |
| All other licensed or certified providers under contract with a carrier not listed | 100 | 100 | 100 |
| Allergy and Immunology | 100 | 100 | 100 |
| Applied Behavioral Analyst | 100 | 100 | 100 |
| Cardiovascular Disease | 99.9 | 100 | 100 |
| Chiropractic | 99.9 | 99.9 | 100 |
| Critical Care Services - Intensive Care Units | 99.8 | 100 | 100 |
| Dermatology | 99.9 | 100 | 100 |
| Diagnostic Radiology | 99.9 | 100 | 100 |
| Endocrinology | 99.9 | 100 | 100 |
| ENT/Otolaryngology | 99.9 | 99.9 | 100 |
| Gastroenterology | 99.9 | 100 | 100 |
| General Surgery | 99.9 | 100 | 100 |
| Gynecology | 100 | 100 | 100 |
| Gynecology, OB/GYN | 99.5 | 99.8 | 100 |
| Inpatient Psychiatric Facility | 83.2 | 100 | 100 |
| Licensed Clinical Social Worker | 100 | 100 | 100 |
| Nephrology | 99.9 | 100 | 100 |
| Neurology | 99.3 | 100 | 100 |
| Oncology - Medical and Surgical | 99.9 | 100 | 100 |
| Oncology - Radiation/Radiation Oncology | 99.9 | 100 | 100 |
| Ophthalmology | 99.9 | 100 | 100 |
| Other Behavioral Health/Substance Abuse Facilities | 75.1 | 98.4 | 100 |
| Outpatient Dialysis | 99.9 | 100 | 100 |
| Outpatient Infusion/Chemotherapy | 99.9 | 100 | 100 |
| Pediatrics - Routine/Primary Care | 99.6 | 99.9 | 100 |
| Pharmacy | 100 | 100 | 100 |
| Physiatry, Rehabilitative Medicine | 99.9 | 100 | 100 |
| Plastic Surgery | 99.9 | 100 | 100 |

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| PROVIDER GROUP | URBAN | SUBURBAN | RURAL |
|--|-------|----------|-------|
| Podiatry | 99.9 | 100 | 100 |
| Primary Care Physician | 100 | 100 | 100 |
| Psychiatry | 99.9 | 100 | 100 |
| Psychology | 100 | 100 | 100 |
| Pulmonology | 99.9 | 100 | 100 |
| Rheumatology | 99.9 | 100 | 100 |
| Skilled Nursing Facilities | 97.4 | 100 | 100 |
| Surgical Services (Outpatient or Ambulatory Surgical Center) | 99.9 | 100 | 100 |
| Urology | 99.9 | 100 | 100 |

- (b) List the total number of certified registered nurse practitioners counted as a primary care provider.**

KPIC Response: Registered nurse practitioners are not categorized as primary care providers in the PHCS network.

- (c) List the total percentage of primary care providers who are certified registered nurse practitioners.**

KPIC Response: Registered nurse practitioners are not categorized as primary care providers in the PHCS network.

- (d) List the total number of essential community providers in the carrier's network.**

KPIC Response: There are 41 ECP locations in the MultiPlan and PHCS networks.

- (e) List the total percentage of essential community providers available in the health benefit plan's service area that are participating providers.**

KPIC Response: MultiPlan and PHCS have 31% of the locations on the ECP list in network.

(2) Appointment Wait Time

- (a) For each appointment type, list the percentage of enrollees for which the carrier met the appointment wait time standards, in the following format:**

| Appointment Waiting Time Standard Results | |
|---|-----|
| Urgent care- within 72 hours | 42% |

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| | |
|---|----------------|
| Routine primary care- within 15 calendar days | 33% |
| Preventative Visit/Well Visit – within 30 calendar days | <i>no data</i> |
| Non-urgent specialty care – within 30 calendar days | 36% |
| Non-urgent mental health/substance use disorder services – within 10 calendar days | 28% |

KPIC Response: After focused outreach, MultiPlan obtained the data from a statistically significant number of providers. MultiPlan does not, however, currently have a data category that corresponds to preventive visit/well visit. KPIC has requested that MultiPlan add such a category for 2020. For the remaining categories, MultiPlan has calculated the percentage of providers who have submitted appointment wait time data that meet the state’s specified wait time standard.

(b) List the total percentage of telehealth appointments counted as part of the appointment waiting time standard results.

KPIC Response: MultiPlan requested telehealth appointment waiting times from network facilities and practitioners. At the time of this filing, however, this information has not been provided from the facilities and practitioners.

(3) Provider-to-Enrollee Ratio

(b) List whether the percentage of provider-to-enrollee ratios meet the provider-to-enrollee ratio standards listed for each of the following categories:

- (i) 1,200 enrollees for primary care; Meet
- (ii) 2,000 enrollees for pediatric care; Meet
- (iii) 2,000 enrollees for obstetrical/gynecological care; Meet
- (iv) 2,000 enrollees for behavioral health care or service: Meet
- (v) 2,000 enrollees for substance use disorder care and services: Meet

KPIC Response: KPIC met the State’s provider-to-enrollee standards. Please see file **MD Network Adequacy_KPIC_201906** page named “*Access Standards.*”